

Northern Cape: Ubuntu Local Municipality(NC071) - Schedule of Service Delivery Standards Table XX

Standard	Description	Service Level
Solid Waste Removal		
Premise based removal (Residential Frequency)		Weekly
Premise based removal (Business Frequency)		Weekly
Bulk Removal (Frequency)		Not Applicable
Removal Bags provided(Yes/No)		No
Garden refuse removal Included (Yes/No)		Yes
Street Cleaning Frequency in CBD		Daily
Street Cleaning Frequency in areas excluding CBD		daily
How soon are public areas cleaned after events (24hours/48hours/longer)		24 Hours
Clearing of Illegal dumping (24hours/48hours/longer)		Longer
Recycling or environmentally friendly practices(Yes/No)		No
Licensed landfill site(Yes/No)		Yes
Water Service		
Water Quality rating (Blue/Green/Brown/NO drop)		Blue
Is free water available to all? (All/only to the indigent consumers)		Indigents
Frequency of meter reading? (per month, per year)		Monthly
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)		Longer Period
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		1 Month
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)		
One service connection affected (number of hours)		1 h 35
Up to 5 service connection affected (number of hours)		8 hours
Up to 20 service connection affected (number of hours)		32 hours
Feeder pipe larger than 800mm (number of hours)		Not Applicable
What is the average minimum water flow in your municipality?		
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		No
How long does it take to replace faulty water meters? (days)		3 Days
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)		No
Electricity Service		
What is your electricity availability percentage on average per month?		1
Do your municipality have a ripple control in place that is operational? (Yes/No)		no
How much do you estimate is the cost saving in utilizing the ripple control system?		n/a
What is the frequency of meters being read? (per month, per year)		Monthly
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)		Longer Period
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		1 Month
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)		immediately
Are accounts normally calculated on actual readings? (Yes/no)		Yes
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		No
How long does it take to replace faulty meters? (days)		1 Day
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)		yes
How effective is the action plan in curbing line losses? (Good/Bad)		good
How soon does the municipality provide a quotation to a customer upon a written request? (days)		1 Day
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)		2days
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)		1day
Sewerage Service		
Are your purification system effective enough to put water back in to the system after purification?		No
To what extend do you subsidize your indigent consumers?		1
How long does it take to restore sewerage breakages on average		
Severe overflow? (hours)		2hours
Sewer blocked pipes: Large pipes? (Hours)		6hours
Sewer blocked pipes: Small pipes? (Hours)		4hours
Spillage clean-up? (hours)		1hour
Replacement of manhole covers? (Hours)		2hours
Road Infrastructure Services		
Time taken to repair a single pothole on a major road? (Hours)		48hours
Time taken to repair a single pothole on a minor road? (Hours)		1-2 hours
Time taken to repair a road following an open trench service crossing? (Hours)		6hours
Time taken to repair walkways? (Hours)		48hours
Property valuations		
How long does it take on average from completion to the first account being issued? (one month/three months or longer)		one week
Do you have any special rating properties? (Yes/No)		yes
Financial Management		
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)		increase
Are the financial statement outsourced? (Yes/No)		yes
Are there Council adopted business process structuring the flow and management of documentation feeding to Trial Balance?		no
How long does it take for an Tax/Invoice to be paid from the date it has been received?		30days
Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?		no
Administration		
Reaction time on enquiries and requests?		48hours
Time to respond to a verbal customer enquiry or request? (working days)		7days
Time to respond to a written customer enquiry or request? (working days)		7days
Time to resolve a customer enquiry or request? (working days)		immediately to 48hrs
What percentage of calls are not answered? (5%,10% or more)		none

How long does it take to respond to voice mails? (hours)	there are no voicemail options
Does the municipality have control over locked enquiries? (Yes/No)	yes
Is there a reduction in the number of complaints or not? (Yes/No)	yes
How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	1day
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	when needed
Community safety and licensing services	
How long does it take to register a vehicle? (minutes)	1-2minutes
How long does it take to renew a vehicle license? (minutes)	10minutes
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	2-5days
How long does it take to de-register a vehicle? (minutes)	5minutes
How long does it take to renew a drivers license? (minutes)	5-10minutes
What is the average reaction time of the fire service to an incident? (minutes)	immediately after reprting incident
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	no ambulance services
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	no ambulance services
Economic development	
How many economic development projects does the municipality drive?	
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	none
What percentage of the projects have created sustainable job security?	none
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	no
Other Service delivery and communication	
Is a information package handed to the new customer? (Yes/No)	yes
Does the municipality have training or information sessions to inform the community? (Yes/No)	no
Are customers treated in a professional and humanly manner? (Yes/No)	yes